

**State of Wyoming, Department of Workforce Services  
PY2004 Workforce Information Grant  
Annual Performance Report**

**A. Accomplishments**

1. Activity: **Population of ALMIS database**
  - a. The outcomes of this activity continue to be met. As information becomes available, the ALMIS database is populated on a 'real-time' basis with Wyoming data.
  - b. This activity is occurring as to plan, and is in conformity with established milestones. There remains to be some investigation into implementing/populating the most current version of the ALMIS database by 6/31/06.
  - c. The aggregate expenditure for this activity in this period is \$3,352.16; no substantial deviation from planned budget is expected at this time.
  
2. Activity: **Industry and Occupational Employment Projections**
  - a. i. Long and Short Term Projections for the appropriate period, by industry/statewide, have been completed and are being posted on the DOE website at: <http://doe.state.wy.us/lmi/out/TOC.htm> Work is underway and on schedule to complete and post projections by occupation, statewide and substate. These projections will be found at the above site upon completion, which is scheduled for 9/30/05.  
  
ii. To date, this activity has occurred in full conformance to the planned milestones, there is no significant variance from schedule.
  - b. i. The ALMIS database will be populated with these projections upon completion of the activity. This is scheduled for completion on 10/15/05.  
  
ii. To date, this activity appears to be in full conformance to the planned milestones, there is no expected significant variance from schedule.
  - c. i. The historical NAICS industry files (Covered Employment and Wages or CEW) were produced by 6/30/05.  
  
ii. This activity occurred in substantial conformance to the planned milestones with no significant variance from schedule.

- d. i. Necessary data elements to produce the projections for sub-state areas is being produced on schedule, with expected completion to occur by 10/15/05.
- ii. This activity continues to occur in substantial conformance to planned milestones, with no expected significant variance from schedule.
- e. The aggregate expenditure for this activity in this period is \$12,815.48; no substantial deviation from planned budget is expected at this time.

3. Activity: **Occupational and Career Information Products**

- a. While no outcomes have been achieved as of the date of this annual report, significant progress has been made on many of the milestones established in Wyoming's plan. Wyoming's plan was established late in the grant cycle for PY04. The activity under this section involves development and expansion of a state annual workforce report, along with the development of several occupation/industry targeted messages which will be produced and appropriately distributed.
- b. In September, 2004, the state's WIB (Wyoming Workforce Development Council, WWDC) was briefed on this grant, and provided direction on each core product. Subsequent to that meeting, WWDC established a communications committee, which provides oversight and direction on the Workforce Information Grant. This subcommittee has met several times on this project, among other things, and continues to provide guidance in many areas, including the workforce annual report, topical publications as are being developed, and customer satisfaction survey design. It is anticipated that the committee and WIB will be reviewing and approving a final draft of this report by early October, 2005. A project team was established in April, 2005; this team continues to develop and contribute to the projects under this activity section, facilitating customer workgroups, gathering appropriate data, conducting requested analysis, and developing products for publication. The appropriate data sets for inclusion were identified as to planned milestone timelines, and targeted messages are being developed substantially in accordance with established timelines. It should be noted that the WIB, its communication committee, and customer focus groups have indicated a need to include wage information, workforce availability, worker costs of living, high demand, high growth occupational information, and other

information which will influence education systems to support or enhance vocational education programs. In sum, this activity is conforming substantially as to planned milestones, and Wyoming anticipates distribution will occur as planned. Copies of these products will be provided to DOL's regional office as they are developed.

- c. The aggregate expenditure for this activity in this period is \$4,404.56; no substantial deviation from planned budget is expected at this time.

4. Activity: **Information and Support for Workforce Investment Boards**

- a. While many planned milestones involved other core products (maintaining the ALMIS database, production of projections, development of workforce reports and ALMIS software training), it is more notable that the Wyoming Workforce Development Council is utilizing Labor Market and Workforce information to a greater extent in policy development. In the spring of 2005, the Department of Workforce Services, Wyoming Workforce Development Council and Wyoming Business Council completed and issued a report, known generically as the 'Wadley Donovan Study' (<http://tamerica.com/wyoming/reports.html>). This study divided Wyoming into 12 regions, and approached these regions from the perspective of 'corporate site selector', for purposes of enhancing local and regional direction in targeting industries for growth and demand. This application, in conjunction with labor market information (<http://doe.state.wy.us/lmi/0805/a1.htm>) is lending to the development of new ways to drill into specific industries which are more likely to find success in growth and new development to Wyoming, and finding precise ways to meet those needs. WWDC is very focused on occupational training, as Wyoming's current boom in construction and extraction, coupled with population projections, are left in a severe current and future labor shortage.

As calendar year 2005 advances, many additional policy uses for workforce information have developed. USDOL's release of community based training grants was supported by the Workforce Council, conditioned upon involvement with/and local business support for proposals. An additional component was individual college use of specific workforce information in planning. Through the WWDC and Department of Workforce Services, all seven of Wyoming's community colleges were provided with extensive data and planning guidance information

to enhance proposals which would improve the likelihood of impacting Wyoming's high growth and demand needs.

In sum, the use of workforce information in policy decision making is far advanced during this period of time, as compared to previous time frames. As well, it appears that new applications of LMI will continue to be developed and utilized in the future.

- b. This activity is occurring as to plan, and is in conformity with established milestones, there are no significant deviations from plans.
- c. The aggregate expenditure for this activity in this period is \$3,000.00; no substantial deviation from planned budget is expected at this time.

5. Activity: **Maintaining and enhancing electronic state workforce information delivery systems.**

- a. i. GIS-type mapping of workforce information exploration activities are well under way. It is expected that a more cost effective solution to the GIS product exists and will be implemented. Discussions as of the date of this report have begun to focus on identifying which data will be most useful in this application. Currently, these data include regional or county self-sufficiency information, housing availability, public school information, local economic information, and other service information (non-workforce, but as relates to access to services), and basic workforce information.

ii. To date, this activity is in full conformance with planned milestones, and no significant variance is anticipated. It is notable that similar activity in Wyoming's use of PY05 funds should complete this activity, with potential minimal maintenance in future periods.

- b. i. Maintenance and enhancement activities surrounding the maintenance and enhancement of ANSWERS, Wyoming's ALMIS delivery system are occurring in a real-time fashion, as data becomes available. Wyoming is eagerly anticipates full participation in training provided by the Department of Employment's Research and Planning Section on LMI and ANSWERS, which is currently scheduled for October 20 and November 18, 2005.

ii. Several planning sessions have occurred between the Department of Workforce Services and the Department of

Employment on this activity, it is in substantial conformance with planned milestones.

- c. i. The Maintenance and Development of the Administrative Records Database continues to be achieved as to plan. This activity has allowed research and analysis to be conducted in a wide array of areas. Samples (see attached) include the production of reports on a wide variety of topics. “Where Are They Now, Wyoming Community College Graduates’ Labor Market Outcomes 2004”, *Wyoming Department of Employment, Research & Planning*, provides an economic context for labor, and the labor results, among other things, of Wyoming’s Community College system training and education. This study describes where system graduates locate, and how they become occupied after training, and allows the system and its stakeholders to consider key factors in setting future direction. Another study, made possible by this activity, is “Workforce Development Training Fund Evaluation at the Macro and Micro Levels”, *Wyoming Department of Employment, Research and Planning, May 2005*. This study provides planners, business entities, and training recipients with observations, outcome information, and other information which allow readers to understand how and where these types of investments have been successful, and quantifies the levels of success. These and other studies rely substantially upon data produced and maintained by this activity, and underscore the necessity of the activity.
- ii. This activity is in conformance with planned milestones, as evidenced by the products mentioned above. There are a number of other activities that continue to be successfully studied as a result of the Maintenance and Development of the Administrative Records Database.
- d. The aggregate expenditure for this activity in this period is \$7,694.74; no substantial deviation from planned budget is expected at this time.

6. Activity: **State workforce information training**

- a. DWS and the Department of Employment have met several times, and had several consultations as to the schedule, content, and nature of this activity and its delivery. Currently, the training schedule consists of two full events, each of which has two full sessions. This training will provide WIB members and Workforce Center staff with a basic understanding of the data sets contained in the ALMIS database, as well as ‘hands on’ experience utilizing ANSWERS (Wyoming’s tool for delivering

ALMIS data in user-friendly fashion). Outcomes have yet to be captured, as the first training in this series is scheduled for delivery on October 20, 2005.

- b. This activity will substantially conform to the planned milestone of delivering this training by October 1, 2005. A little extra time was needed to secure a site which would allow attendees to participate in a lab setting. This setting will be at Central Wyoming Community College.
- c. The aggregate expenditure for this activity in this period is \$263.23; no substantial deviation from planned budget is expected at this time.

## B. Customer Satisfaction Assessment

1. Wyoming proposed a multi-tiered effort of assessing customer satisfaction for this program year. The collection effort includes 1) phone survey, 2) development of a matrix of comments from customers, and 3) customer focus group discussions. While Wyoming began grant activities fairly late in the game, it should be noted that WWDC is reviewing for customization a survey tool suggested by the Workforce Information Council's "Customer Satisfaction Made Easy", and is in the process of identifying which products and services will be appropriate for satisfaction assessment. To date, Wyoming has begun the process of collecting comments from customers, as well, various levels of focus group information has been collected. It is interesting to note that business customers indicate limited knowledge/use of workforce information, and discussion has centered largely on unemployment rates and a desire to have more current wages and benefit information. Interpretation will likely occur on several levels, first looking at the mass information collected, and subsequently, information will be categorized and quantified to look for trends.
2. While collection is only beginning, it is too early to provide meaningful analysis of satisfaction with products and services. It does appear that principle customers' use and understanding of workforce information is quite limited.
3. Activities underway which should add value to products and services include formal training to Workforce Center staff and WIB members. This training will be very basic in nature, and it is hoped, will pave the way for future trainings which are planned to be much more in-depth. Currently, localized forums with very specific discussions are planned to incorporate workforce, economic, education and other information which should assist workers and partners with clear and specific uses of this information in day-to-day service activities. Specifically, to the extent possible, wage

record industry and occupation information is being tied to One Stop activity information to assist workers in identifying Demand, Growth, and emerging occupations. This information will allow a much more focused and targeted approach to policy making, economic development, and workforce training and guidance activities.

### C. Recommendations for Improvements or Changes to the Suite of Core Products:

1. Based upon accomplishments, it is very early in the process to recommend improvements to the suite of core products. Indications to date point toward the realignment of Workforce Information data sets such as projections in sub-state regions to reflect actual Workforce Service regions. This will need to be examined further. While this does not change the suite of core services, it would slightly change activity within a few of the core products.
2. Satisfaction assessment has not yet begun, as products are still being prepared. The WWDC (Wyoming's WIB) is developing or further customizing the survey instrument and identifying products/activities in this product that lead to this type of analysis and information capture. Very likely, projections, ANSWERS, LMI training, and the Workforce Report will be included as products which will be surveyed for satisfaction.
3. Based upon consultation with customers, a process which is continual and ongoing in Wyoming, current indications are not necessarily to change or add to core product and service areas, but rather additions to and refinement of activities currently housed within core product areas. Customers largely respond to LMI with a certain level of indifference, unless their industry is either planning or otherwise undergoing a change. In this situation, however, it is clear that customers do expect a response to their specific need in a timely fashion. It is expected that additional activities may include a formal vacancy survey, which will assist Wyoming in many ways to understand the true nature of the apparent labor shortage currently being experienced. This type of activity will greatly assist customers and partners in developing policy and strategy for addressing the apparent labor shortage in an efficient and effective manner. An additional area which may become a formal new activity is the development of a monthly wage-by-occupation estimate in state and a variety of sub-state breakdowns. A trend is becoming clear, through focus groups and other observed forums, that QCEW wage information is not timely enough to allow employers to accurately establish competitive salary offers or otherwise understand the impact of rapidly changing competitive wage demands on their businesses or industries. It is not uncommon in many demand and high growth Wyoming industries to see a \$.50 to \$2.00 wage offer increase in existing unfilled vacancies in periods of less than two months. While QCEW information is highly valued and receives a great amount of usage, it is not meeting expectations for real time need as expressed by business

customers. Wyoming is very excited to discover the new and emerging Workforce Information Needs, and looks forward to developing ways to meet these needs.